

## CMS – Communications Solution Center (CSC)

### TSR Completion Instructions

**Note:** Do not draw a line through a box. If no changes are needed, just leave the box blank.

Lines 1 through 19 on the TSR ask you to provide basic order information:

1. **Coordinator's Name** -- the authorized Telecommunications Coordinator.
2. **Coordinator's Telephone Number and Date** – the authorized Coordinator's work phone number and the date the TSR is prepared.
3. **Control Number** – The agency's internal record keeping number assigned by the Coordinator for tracking orders through the procurement process.
4. **Page \*\*\* of \*\*\*** -- current page and total number of pages contained in the order.
5. **Coordinator's Signature** – all orders require the Telecommunications Coordinator's signature for processing (CMS maintains a data base of agency Coordinators and their authorized spending authority – each order is checked against this data base).
6. **Div. Head, Supt., Agency Approval** – for internal agency use only, if required.
7. **Director Approval** – CMS internal policy requirement.
8. **AU No.** -- Accounting Unit Number of agency -- if the AU is to be changed, it should be noted in the *Remarks* section of *Service Requirements* -- work on existing lines and/or equipment is billed to the AU associated with the inventory number unless otherwise specified.
9. **Agency** -- Agency/elected official requesting service.
10. **Division** – subsection of an agency (if any.)
11. **Contact & Telephone No. at work site** -- contact person available at the site to answer technician's questions, etc.
12. **Current Address** – street address of current installation.

13. **Floor No.** – floor location of current installation.
14. **City & ZIP** – City and ZIP code of current installation.
15. **Directory List No.** –main billing or directory number for the agency site location.
16. **New Address** – new address if requesting a move or a new service location.
17. **Floor No.** – exact floor if requesting a move or new service location.
18. **City & ZIP** – new city and ZIP code if a move or new service is requested.
19. **Existing Service** – check “NO” if requesting a move or new service to a location not currently occupied by your agency.

Lines 20 through 24 on the TSR define the broad service parameters:

20. **Check the appropriate box from the selections below:**

New system	Cellular
Upgrade	Move/add/change
Data/Lan	Video
New address	

**TCVS/TCKS #** - CMS Project Number associated with site location.

21. **800 Service** - check if requesting 800 Service.  
Check the appropriate box from the following:  
**Interstate** - outside Illinois - specify state(s) or area code(s).  
**Intrastate** - only Illinois - if part of Illinois, specify area code(s).  
**Ready Line** - service to be used in remote locations only.
22. **Color** – black, ash, or other color (please specify other color).
23. **Desired Service Date/Time** – date service is requested – allow three weeks for routine orders (do not use *ASAP*) -- requests are processed in the order in which they are received – for any emergency or special priority, contact the Telecom staff and agency needs will be accommodated, if possible.
24. **Overtime Authorized** -- if yes, TSR must be initialed by the agency Telecommunications Coordinator.
25. **Justification** -- for agency use only (if needed).

26. **Local Directory Information --**

**Illinois State of - Agency:** name to be listed in local service directory.

**Published/Non- Published/Dir-Assist Only** – check the appropriate box and check whether number should be published in other directories – list other counties in Box 25.

**Address** – exact information to be published.

**ZIP** – exact information to be published.

**Telephone Number** – exact information to be published.

**Add/Delete/Change** – check the appropriate box.

**Service Requirements**

Use this space to request specific features that can be part of your telephone service. If there is no change from your current service, write “N/C” or leave blank. Write “Cancel” to indicate orders for cancellation. For more than two numbers, use the second page of the TSR.

**Line # or Extension #**

- Single line set - list the phone number of the affected unit.
- Key equipment (multi-line) - list all telephone numbers in the order of appearance on the set.
- Programming - list separately.
- Use more than one blank to provide complete information, if necessary.
- P-Phones – a key sheet **must** be attached for each set.  
(key sheets available at [www.Illinois.gov/cms/telecom](http://www.Illinois.gov/cms/telecom))
- Voice Mail – specify desired programming, paging, and/or operator escape options.

**New Line Pickup** – If requesting a change in pickups, list all lines that will appear on the set after work is completed. Also, include new number assignments.

**Remarks** – report any comment not covered in other parts of the TSR, including a summary of work to be done.

**Com. No.** – if key system equipment is involved, this is the intercom number on the instrument. Write “new” if requesting a new intercom number.

**Room** - include the room number of the installation. This information will be provided to Emergency Service centers for Centrex lines in communities that have Enhanced 911.

**COS (Class of Service)** - all phones require a class of service. For a specialized COS, contact your CSS. If no COS is designated, CMS will assume the line is unrestricted.

### **COS Description - (Springfield and NPAs 217, 309, 618, and 815)**

- 0 Internal centrex
- 1 Internal centrex plus state operator
- 9 Centrex plus state operators only with access to the tie line for paging
- 14 Centrex and local calls
- 20 State of Illinois
- 26 Standard, non-restricted line, worldwide calling that blocks 900, 976, JR Line, and Time/Temp

### **COS Description – Chicago and NPAs 312, 630, 708, 773, and 847)**

- 0 Internal centrex only
- 2 312 area
- 3 Standard non-restricted line, worldwide calling that blocks 900 and 976
- 4 312 area and Springfield centrex only (only 793 and 814)
- 9 Internal centrex plus state operators only
- 10 Chicago Franklin Centrex and Springfield Centrex (only 793 & 814)
- 11 312, 630, 708, 773, and 847
- 14 312, 630, 708, 773, 847, and Springfield Centrex (only 793 and 814)
- 39 State of Illinois

**CFA to** (Call Forwarding/No Answer) - Enter the number where the call should be forwarded if not answered after three rings. If more than three rings are requested, specify the number.

**CFB/HUNT to** (Call Forwarding/Busy/Hunt to) - Enter the number where the call will be forwarded, if busy.

**CFV** (Call Forwarding Variable) - Call Forwarding Universal (CFU) allows for call forwarding outside the centrex. This feature is not included in the Basic Feature Package (BFP).

**CHD** (Call Hold)

**PG** (Pickup Group: features allows staff included in a “pickup” group to answer one another’s calls) - To add a number to a specific group, you need to enter only one number from the established pickup group. To start a new pickup group, do not add any numbers. Identify the new group as “A”, the second group in that order as “B,” etc.

**SCG/Control Station** (Speed Call Group) - Enter (if known) the speed call control group number. If the group number is unknown, enter a number that is in the speed call group.

**SCI** (Speed Calling -Individual)

**BFP** (Basic Feature Package) - These features will be assigned to all new centrex lines unless otherwise noted:

- Call forwarding variable
- Call Hold
- Call transfer
- Three-way calling
- Call park
- Last number redial
- Ring again
- Speed calling-individual
- 6-port conferencing?

**Other** - Any other feature not listed.

(Lines 27 through 33 are for CMS use only)

**Submit TSR to:**

**Communications Solution Center  
Attn: Provisioning  
120 W. Jefferson St., 2nd floor  
Springfield, IL 62702-5103**

**Questions:**

Contact the Communications Solution Center  
1-800-366-8768  
(in Centrex (217) 524-4784